

## STATEMENT

### **Merseytravel and Merseyrail Launch Free Wi-fi at Key Stations**

**22 October 2015:** Free wi-fi is now available at five underground stations on the network, in response to passenger demand and as part of our commitment to continue enhancing the customer experience.

The stations are Liverpool Central, Moorfields, James Street, Hamilton Square and Conway Park. It will be introduced at Lime Street lower level and Old Hall Street stations by the end of the year.

This is a joint piece of work with concession-holder and local transport authority, Merseytravel, and is one of the initiatives in the five year growth plan, devised by the two organisations. Merseyrail and Merseytravel have co-funded the project.

In an increasingly digitised world, our research has shown that remaining connected is more and more important to passengers, which is the main driver for this initiative. It will also enable passengers to access live Merseyrail travel information instantly.

To access the free wi-fi, users simply provide a few personal details on their device. The facility is available throughout the stations.

Jan Chaudhry-van der Velde, Merseyrail's managing director, commented: 'Passengers expect to have access to the internet almost everywhere now, and increasingly, use travel time to work, shop, access information and stay connected. We're delighted that we can now support our customers in this way at stations.'

Cllr Liam Robinson, chair of Merseytravel, added: 'We're always working with Merseyrail, looking at ways in which we can encourage more people to use the network as well as making it better for existing users.'

'The five-year growth plan highlights our aims for this and we're delighted that free wi-fi has already been installed at five underground stations.'

**Ends**

#### **Notes to Editors:**

- *Merseyrail carries ca 110,000 passengers per weekday*
- *Merseyrail scores for reliability and punctuality averaged over 95 per cent during the last 12 months*
- *We operate one of the most intensively used networks in the UK with more than 800 trains per weekday*
- *Merseyrail is a 50-50 joint venture between Serco and Abellio*
- *Merseytravel is the transport executive body and delivery arm of the city region's Combined Authority*
- *Network Rail is the owner and operator of most of the rail infrastructure in the UK*
- *For further information, contact Alice Owen on tel 0151 955 2131.*

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